

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Aged Care & Disability Manager	Designation & Classification Level	Level 8
Position No	1066	Division	Community Services & Engagement
Business Unit	Community Services	Reports To	Program Manager
Location	Katherine	Date Created	August 2023
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>As an integral member of Council's Community Services and Engagement team, the Aged Care & Disability Manager contributes to ensuring that service delivery and operational activities are closely aligned with strategic direction and consistent with Council's mission and values.</p> <p>To provide leadership and operational management for all Community Services programs including Aged Care and Disability Services to ensure contractual compliance and quality outcomes for all stakeholders.</p> <p>To oversee the day to day operations Aged Care and Disability Services programs across the region. Working closely with operational managers to lead Council staff, volunteers and service partners in supporting and delivering a suite of services to community-based clients, providing exceptional customer service to meet their care requirements and service expectations.</p>		
3. KEY RESPONSIBILITIES			
<u>1. Service Delivery, Planning and Monitoring</u>			
<ul style="list-style-type: none"> • Maintain currency and expertise across Aged Care and Disability Services programs. • Provide expert advice to service delivery staff on Aged Care and Disability Services quality standards. • Support Program Manager in the delivery of Aged Care and Disability Services in accordance with funding agreements, service contracts, and operational frameworks. • Monitor and report performance against key performance indicators and contract/service requirements for each operational site and program, including regular reporting through relevant industry portals. • Ensure all relevant documentation is completed to a high standard and submitted to the Programs Manager within the required time frames. • Manage access and utilisation of relevant industry portals including PRODA, MAC, Medicare, Centrelink, e-Tools, MagiQ, and other systems as required. • Liaise and collaborate with key stakeholders and relevant community support agencies to develop and implement program schedules that capitalise on available resources without duplicating services across sectors. • Establish and maintain positive and effective working relationships with government agency personnel, contract management teams and key stakeholders such as families, GPs and other health professionals, non-profit organisations. • Facilitate links to services and advocacy for clients. • Deal with highly sensitive issues with discretion and confidentiality. • Other duties as directed by the Program Manager or General Manager Community Services & Engagement. 			
<u>2. Organisational Sustainability</u>			
<ul style="list-style-type: none"> • Monitor and work to agreed service delivery and/or budget and/or staffing targets, KPIs • Oversee community services programs to maximise funding opportunities through accurate and comprehensive documentation • Ensure contractual KPIs and obligations are achieved • Monitor and ensure quality systems are maintained and that records, reports, submissions and correspondence as required is prepared in accordance with Council's policies and procedures and relevant government standards, funding agreements and other contracts • Ensure the responsible and ethical use of Council resources by monitoring and reporting on any conflicts of interest, fraud or unethical matters. • Work closely with the Human Resources teams and Corporate Services and Sustainability Division to manage, monitor and support the employment processes to ensure new staff have an exceptional employment and on boarding experience. • Maintain collaborative relationships with internal stakeholders including service delivery, practice leadership, quality 			

assurance, risk management and legal to shape services, ensure quality and compliance and meet budget and contract requirements.

- Maintain confidentiality on all issues related to Council and client programs.
- Lead ongoing organisational change including contemporary techniques in ideation, problem solving and consultation. Ensuring problems and decisions occur at the right levels and empowering staff to be the creators of change
- Monitor compliance with key legislative requirements including staff and volunteer police checks, Work Place Health and Safety, Privacy and Confidentiality, maintenance program.
- Contribute to the achievement of objectives outlined in Council's strategic plans and regional plans.

3. Leadership:

- Conduct and participate in professional support and supervision meetings/performance reviews and performance management
- Maintain a safe and healthy workplace and demonstrate leadership through active participation in WHS through:
 - Ensuring staff have the required resources, skill, ability and competence to safely carry out the duties of their roles
 - Ensure effective workforce planning to ensure the capability and capacity of the aged care workforce enables quality and safe service delivery at all times.
 - Consultatively identify and implement strategies to improve WHS Managing hazards ensuring control measures are implemented in accordance with the hierarchy of control (outlined in Council's Risk Management Manual) Investigating incident reports, reviewing data, undertaking incident investigations and implementing improvement action
- Establish individual development and training plans for each staff member.
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly.
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain quality aged care to meet current and future resident needs.
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Lead by example behaving in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.

4. Quality and Continuous Improvement

- Participate and contribute to the planning processes, policy and procedure formulation as pertains to area of responsibility
- Participate in ensuring exemplary quality processes are nurtured and maintained, and ideas and innovations are encouraged and explored
- Complete reports and contribute to ensuring a cycle of continuous improvement is embedded in the way services are provided
- Ensure the organisation is up to date with Industry changes and program requirements.

5. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety;
 - Any work related or personal injury or illness (where it may affect a person's ability to work safely);
 - Any work-related incident that is witnessed, including bullying and harassment; and,
 - Hazards and incidents including any malfunction or inadequacies of equipment, correcting minor hazards as applicable.

6. Key Challenges

The aged care system is currently undergoing significant change and reform. This is an exciting time as older people and their aged care needs receive more attention in a system that is under resourced. This context also brings some challenges for this role including:

- Ensuring the timely implementation of new standards while maintaining business as usual service delivery.
- Keeping abreast of and implementing changes resulting from the Royal Commission into Aged Care. Other challenges in this role include:
- Ensuring the financial viability of aged care facilities which target highly disadvantaged older people.

4. SELECTION CRITERIA

ESSENTIAL

1. Tertiary qualifications coupled with extensive knowledge and a high level of skill relevant to the role.
2. Three (3) years practical experience in a relevant management role and/or employment services.
3. Demonstrated experience in leading community based multi-disciplinary service teams
4. Demonstrated achievements in leading, managing and mentoring staff
5. Demonstrated experience in successful management of multi-million dollar contracts or projects
6. Experience in workforce and resourcing planning to ensure continuity of service delivery
7. Ability to create strong regional networks of internal and external stakeholders in order to achieve Council's operational and strategic goals
8. Experience in effective communication, including consultation, mediation and negotiation techniques with the ability to create and lead an environment where problem solving of conflicts between any parties is effectively resolved
9. Demonstrated ability to interpret and implement policies and legislative requirements into operations to achieve KPIs.
10. Demonstrated ability to write complex non-standard correspondence, reports, submissions and proposals that require original content.
11. Well-developed word processing and computer application skills.
12. Demonstrated knowledge and competence to be a safety leader and maintain a safe workplace.

DESIRABLE

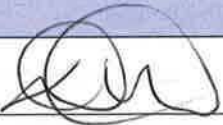
- Background/qualifications in Nursing or an allied health profession
- Demonstrated ability to communicate effectively and sensitively with Indigenous people
- Demonstrated experience or awareness of issues affecting people in remote Indigenous communities.

MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity and willingness to work in remote communities.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.
5. Current NDIS workers screening check at the commencement of employment.
6. Able to meet inherent requirements of the position both physically and mentally

TRAVEL REQUIREMENTS

This position is based in Katherine and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

5. ACKNOWLEDGEMENT			
GENERAL MANAGER	David Horsr	Date: 12/9/23	Signature: 
Employee Name		Date:	Signature: